

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Kevin Michael Ruppelt et al.	:	
	:	Art Unit: 3624
Serial No.: 09/480,589	:	
	:	Examiner: Loftis, Johnna Roncee
Filed: January 10, 2000	:	
	:	
For: METHOD, SYSTEM, AND	:	
PROGRAM PRODUCT FOR ON-	:	
LINE SERVICE CALL	:	
SCHEDULING	:	

COMMUNICATION

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

The following comments are in response to the Notice of Allowability dated September 30, 2009.

In particular, page 2 of the Notice of Allowability, entitled "EXAMINER'S AMENDMENT," correctly identifies Claim 2 as being allowed. However, page 1 of the Notice of Allowability only identifies Claims 1, 4-11, 13-18, 24, 28-38, 40-63, 73, 75 and 79-85 as the allowed claims (Claim 2 was inadvertently left off of the listing of the allowed claims on Page 1). Accordingly, Applicants submit that Claims 1, 2, 4-11, 13-18, 24, 28-38, 40-63, 73, 75 and 79-85 are allowed.

Respectfully submitted,

/Eric T. Krishke/

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